Division of Family Resources

Training Team 07/29/2019

EDSS Intuitions

Disposing Application for FAILURE TO COMPLETE A PERSONAL INTERVIEW After Initiating Data Collection

It is critical **not to initiate Data Collection until the client is at the desk or on the phone for their interview.**

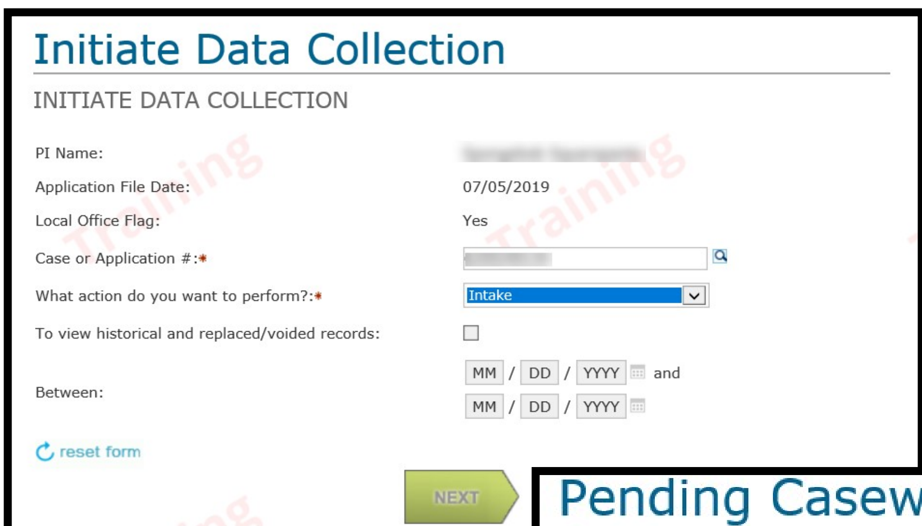
Doing so adds significant steps to the application disposition process if the applicant does not appear for their interview and does not reschedule.

In some instances, this cannot be avoided, such as when an applicant leaves an interview before the data gathering is complete.

> "If you don't have the time to do it right, when will you have the time to do it over?"
>
> - John Wooden

How is Data Collection Initiated?

If the case number has been entered and an intake action has been chosen on the **Initiate Data Collection** page, clicking **NEXT** will initiate data collection.



Initiate Data Collection

INITIATE DATA COLLECTION

PI Name:

Application File Date: 07/05/2019

Local Office Flag: Yes

Case or Application #:*

What action do you want to perform?:* Intake

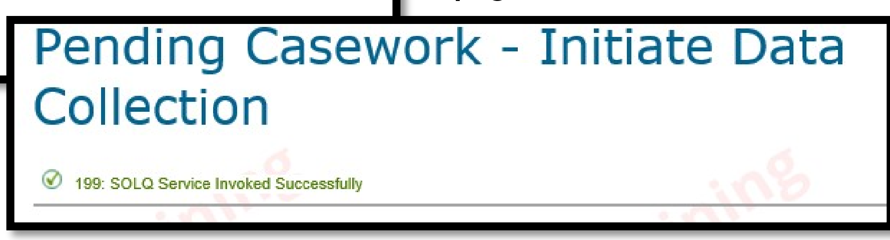
To view historical and replaced/voided records:

Between: MM / DD / YYYY and MM / DD / YYYY

reset form

NEXT

After confirming on the **Case Action Confirmation** page, the **Pending Casework - Initiate Data Collection** page and message **199: SOLQ Service Invoked Successfully** will display. **The application can no longer be disposed via the Application Disposition page.**

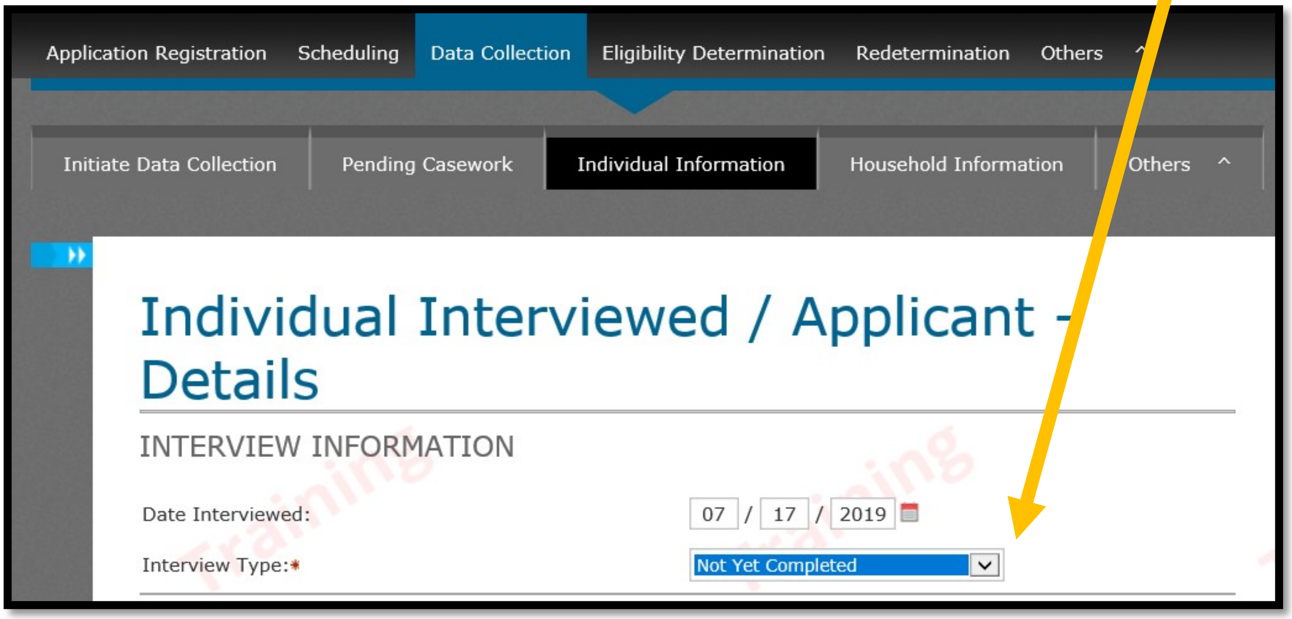


Pending Casework - Initiate Data Collection

199: SOLQ Service Invoked Successfully

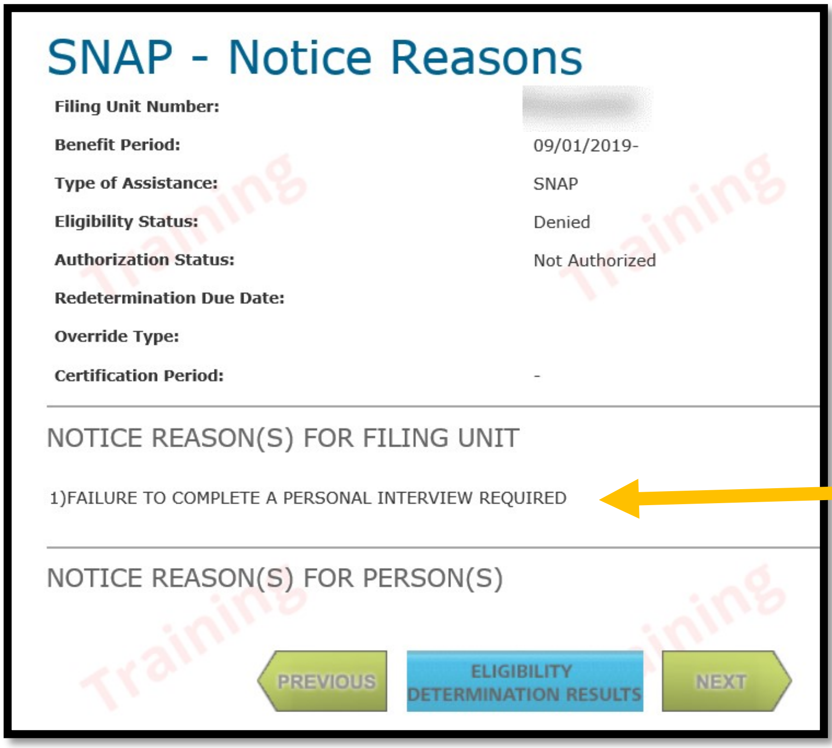
Disposition - Step One

Select **Data Collection** from the **Top Navigation Bar** and **Individual Information Sub-Module** from the **Sub Navigation Menu**. Complete all required fields on each page and continue to click **NEXT** to navigate through the pages until the **Individual Interviewed/ Applicant Details Page is** reached. In the **Interview Type** drop down, select "**Not Yet Completed**."



Disposition - Step Two

Click **NEXT** to continue navigating through all of the **Data Collection Sub-Modules**, completing all required fields. After Reaching the **Wrap Up** sub-module, authorize the benefit (Eligibility Specialists will create a SRED task).



Verify the notice will show the denial was for failure to complete the interview by completing the following steps:

1. On the **Finalize Eligibility Page,** select **Eligibility Determination Results**.
2. Select a benefit period.
3. On the **Filing Unit Summary** page, click **NEXT**.
4. The **Notice Reasons** page will show the language on the notice. Verify the language is **FAILURE TO COMPLETE A PERSONAL INTERVIEW REQUIRED.**